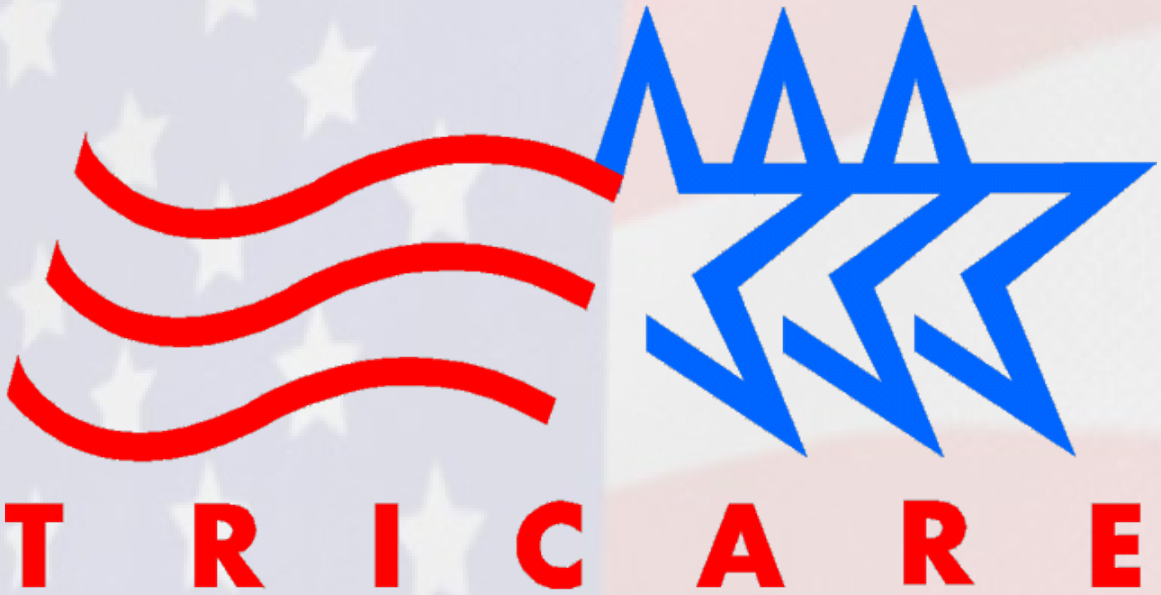


2000

“Focus on Performance”

PCM by Name

Lt Col Jon Pearse, USAF
Lt Col Robert Manaker, USAF

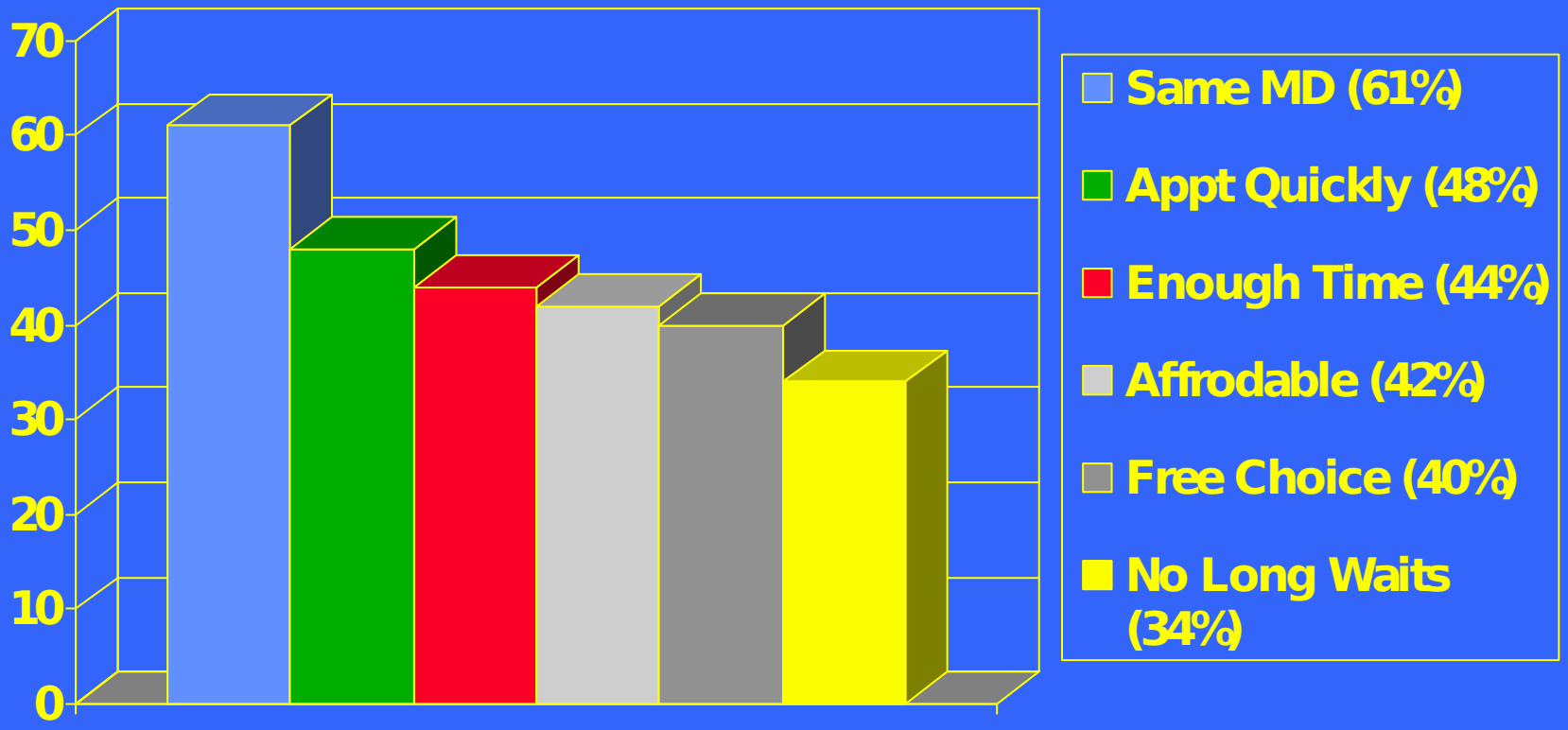
Overview

- Why PCM by Name
- The Future
- Getting Started
- CHCS
- Problems

Why PCM by Name

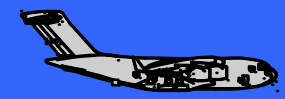
- Patient Satisfaction
  - Medical Economics Aug ‘95
- Risk Management
  - Phys Fin News, 17(14) ‘99
- Accountability for Patients
  - HEAR, PHA

What Matters Most



Why PCM by Name

- Disease Management
- Provider Profiling
- Population Health
  - Assign by squadron/unit
- Prevention



HEALTH AFFAIRS

THE ASSISTANT SECRETARY OF DEFENSE

WASHINGTON, DC 20301-1200

… Accordingly, MTF commanders, in concert with Lead Agent staffs, shall ensure that all TRICARE Prime beneficiaries are assigned to a primary care manager (PCM) by name/supported by a team. Each Service should develop its implementation plan by 30 January 2000. The Services should begin assigning new enrollees to specific PCMs as soon as possible thereafter, and complete

The Future

- DEERS 3.0
- PEDE
  - Data link between DEERS, CRIS and CHCS
  - Contractor must have in place requirements by 1 Aug 00
  - Fully operational 30 Sep 00

Getting Started

- Systems
- Contractor
- Professional Staff/Departments
- Patients
- Executive Staff

Systems

- CHCS
  - SAIC representative
  - Managed Care Module (MCP)
- Microsoft Access
  - Database for enrollees
  - Delimited Text File

Contractor

- Enrollment Process
  - CRIS will stay the same
  - Can they enter new enrollees by PCM?
  - If they are cooperative, you will need to provide guidance on the new process

Prostaff/Departments

- Most providers want this
- Pave the way for changes
  - Telephone consults
  - Walk-ins
  - Case management
- Appointment Desk

Patients

- Involve them in the process
  - Pts may already see someone regularly
  - Mailer giving patients the choice
- Publicity
  - Base newspaper, internet, email

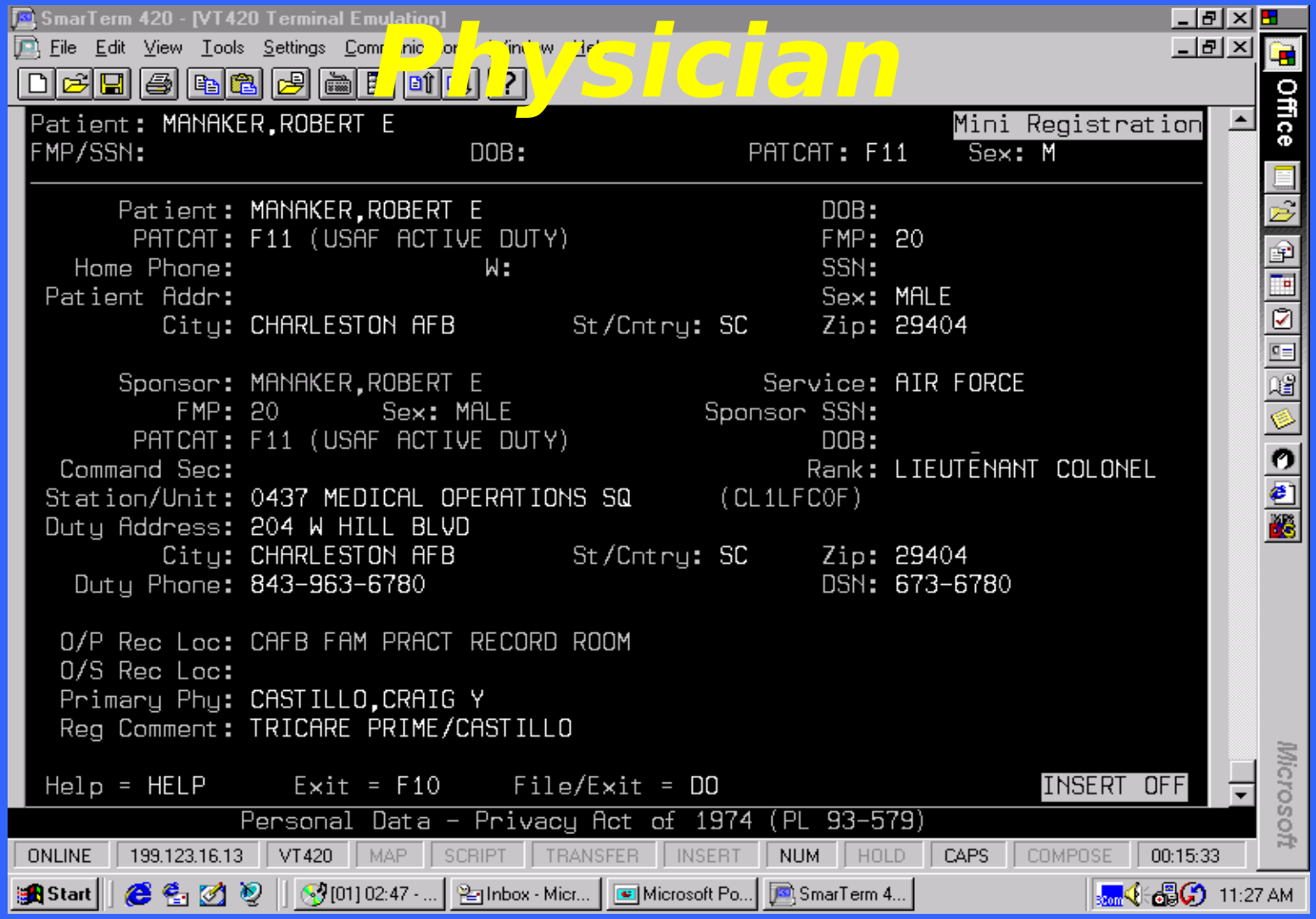
Executive Staff

- Obvious need to know
- Resources
- Help with roadblocks

CHCS and MCP

- Managed Care Program Module
  - Primary Physician (accessible from PAS) with Registration Comments
  - Primary Care Manager (PCM)
- Design Your Own

Primary Physician



Primary Physician

```
      Sponsor: [illegible]
          FMP: 20          Sex: MALE                    Spon
       PATCAT: F11 (USAF ACTIVE DUTY)
  Command Sec:
Station/Unit: 0437 MEDICAL OPERATIONS SQ          (CL
Duty Address: 204 W HILL BLVD
         City: CHARLESTON AFB          St/Cntry: SC
   Duty Phone: 843-963-6780

 O/P Rec Loc: CAFB FAM PRACT RECORD ROOM
 O/S Rec Loc:
 Primary Phy: CASTILLO,CRAIG Y
 Reg Comment: TRICARE PRIME/CASTILLO
```

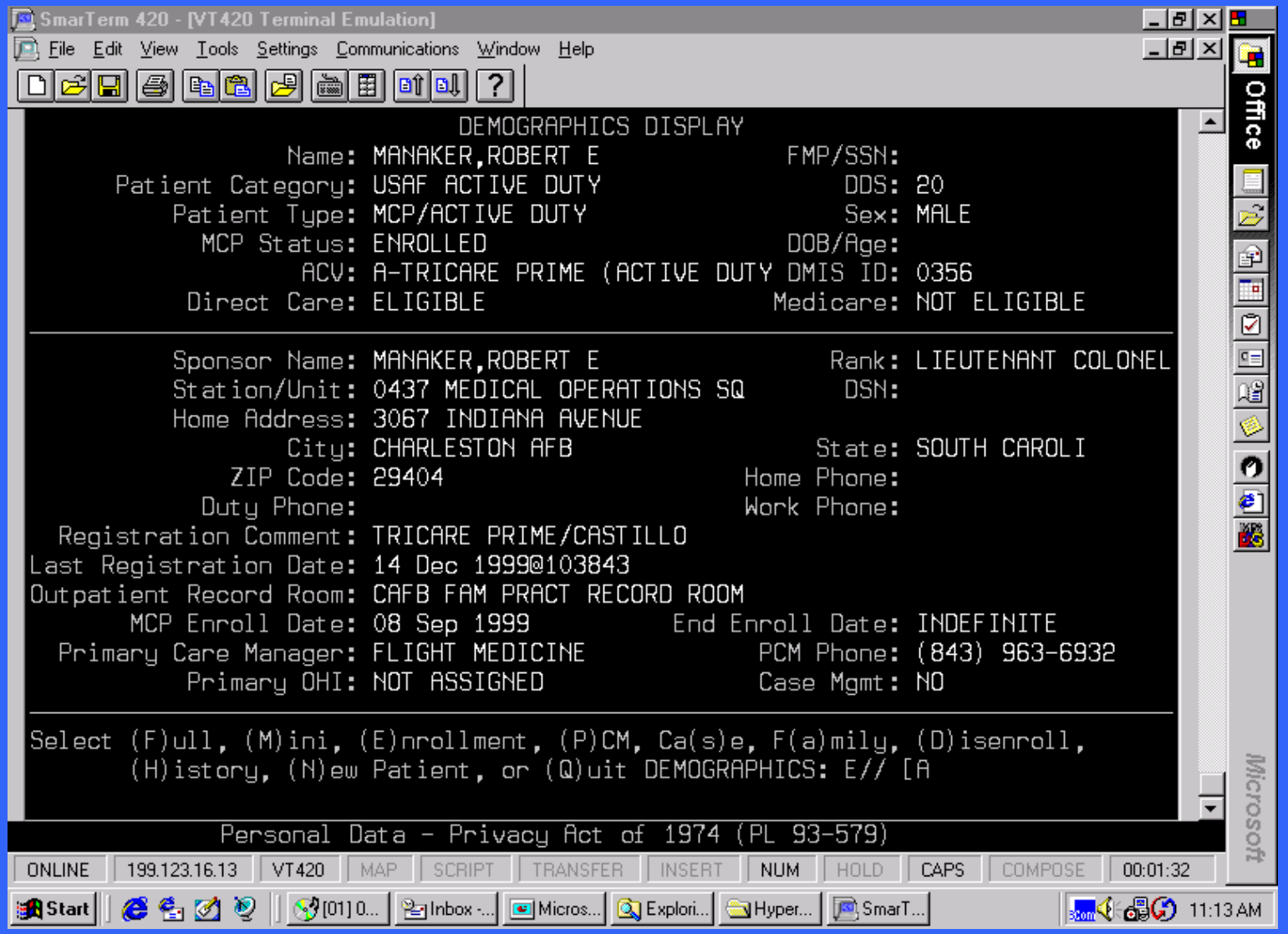
PAS Empanelment

ACV:	A-TRICARE PRIME (ACTIVE DUTY)
DMIS ID:	0356-437TH MEDICAL GROUP
PCM Name:	FLIGHT MEDICINE
PCM Phone:	(843) 963-6932
PCM Location:	00-DIRECT CARE PCM
Medicare:	NOT ELIGIBLE
Region Code:	03
Direct Care:	ELIGIBLE
CHAMPUS:	NOT ELIGIBLE
Dir Care Elig Start Date:	01 Jul 1983
Dir Care Elig Stop Date:	INDEFINITE
Last DEERS Elig Check:	11 Jan 2000@1108

Primary Physician

- Advantages
  - Can maintain teams in PCM field
  - Accessible from PAS (using Registration Comment field)
- Disadvantages
  - Batch and management PCM functions not available (Adhoc)

Primary Care Manager


SmarTerm 420 - [VT420 Terminal Emulation]
File Edit View Tools Settings Communications Window Help
DEMOGRAPHICS DISPLAY
Name: MANAKER,ROBERT E
FMP/SSN:
Patient Category: USAF ACTIVE DUTY
DDS: 20
Patient Type: MCP/ACTIVE DUTY
Sex: MALE
MCP Status: ENROLLED
DOB/Age:
ACV: A-TRICARE PRIME (ACTIVE DUTY
DMIS ID: 0356
Direct Care: ELIGIBLE
Medicare: NOT ELIGIBLE
Sponsor Name: MANAKER,ROBERT E
Rank: LIEUTENANT COLONEL
Station/Unit: 0437 MEDICAL OPERATIONS SQ
DSN:
Home Address: 3067 INDIANA AVENUE
City: CHARLESTON AFB
State: SOUTH CAROLI
ZIP Code: 29404
Home Phone:
Duty Phone:
Work Phone:
Registration Comment: TRICARE PRIME/CASTILLO
Last Registration Date: 14 Dec 1999@103843
Outpatient Record Room: CAFB FAM PRACT RECORD ROOM
MCP Enroll Date: 08 Sep 1999
End Enroll Date: INDEFINITE
Primary Care Manager: FLIGHT MEDICINE
PCM Phone: (843) 963-6932
Primary OHI: NOT ASSIGNED
Case Mgmt: NO
Select (F)ull, (M)ini, (E)nrollment, (P)CM, Ca(s)e, F(a)mily, (D)isenroll,
(H)istory, (N)ew Patient, or (Q)uit DEMOGRAPHICS: E// [A
Personal Data - Privacy Act of 1974 (PL 93-579)
ONLINE 199.123.16.13 VT420 MAP SCRIPT TRANSFER INSERT NUM HOLD CAPS COMPOSE 00:01:32
Start
11:13 AM

Primary Care Manager

Sponsor Name:	MANAKER,ROBERT E
Station/Unit:	0437 MEDICAL OPERATIONS SQ
Home Address:	3067 INDIANA AVENUE
City:	CHARLESTON AFB
ZIP Code:	29404 Home
Duty Phone:	Work
Registration Comment:	TRICARE PRIME/CASTILLO
Last Registration Date:	14 Dec 1999@103843
Outpatient Record Room:	CAFB FAM PRACT RECORD ROOM
MCP Enroll Date:	08 Sep 1999 End Enrol
Primary Care Manager:	FLIGHT MEDICINE PCM
Primary OHI:	NOT ASSIGNED Cas

```
 HEALTH CARE FINDER BOOKING

     Patient: ROSHETKO,THOMAS F                DDS/FMP/SSN: 20/20/555-55-5555
     Pat SSN: 555-55-5555                      Sex/DOB/Age: M/04 Mar 1960/39Y
      PatCat: USAF ACTIVE DUTY                Patient Type: MCP/ACTIVE DUTY
 Elig St/End: 07Jan1986-INDEFINITE          CHCS MCP Status: ENROLLED
Last Elig Ck: 18Jan2000@0940                  Enroll St/End: 05Sep1997-INDEFINIT
    Dir Care: Y   CHA: N   MED: N    ACV: A        Reg Code: 05     DMIS: 0055
         PCM: DELLAPIETRA,ANGELO A   Case Mgmt: No  PCM Ph#: 618-256-6276
    PCM PLOC: PRIMARY CARE                     PCM Location: DIRECT CARE
-------------------------------------------------------------------------------
     Sponsor: ROSHETKO,THOMAS F                  Spon Rank: MAJOR
 Spon PatCat: USAF ACTIVE DUTY                  Duty Phone: 618-256-1111
 Sponsor UIC: 0375 MEDICAL OPERATIONS SQ              DSN: 576-1111
     Address: 2136 A ROCKWOOD RD
        City: SCOTT AIR FORCE BASE               Home Phone: 618555-1111
          St: IL      Zip: 62225                 Work Phone: 618-256-1111
 Reg Comment:
O/P Rec Room: OUTPATIENT RECORD ROOM           Reg Updated: 29 Dec 1999@152313
-------------------------------------------------------------------------------
Select (P)CM Booking, (R)eferral Booking, (V)iew/Query DEERS,
       (F)uture/Past Appts, (L)og Non-MTF Appt, (D)emographics,
       (O)utput Products, or (Q)uit: P//
```

```
 DEMOGRAPHICS DISPLAY
                  Name: ROSHETKO,THOMAS F            FMP/SSN: 20/123-45-6789
      Patient Category: USAF ACTIVE DUTY                 DDS: 20
          Patient Type: MCP/ACTIVE DUTY                  Sex: MALE
            MCP Status: ENROLLED                     DOB/Age: 10 Jun 1960/39Y
                   ACV: A-TRICARE PRIME (ACTIVE DUTY DMIS ID: 0055
           Direct Care: ELIGIBLE                   Medicare: NOT ELIGIBLE
-------------------------------------------------------------------------------
          Sponsor Name: ROSHETKO,THOMAS F               Rank: MAJOR
          Station/Unit: 0375 MEDICAL OPERATIONS SQ       DSN: 576-7878
          Home Address: 2136 A ROCKWOOD RD
                  City: SCOTT AIR FORCE BASE          State: ILLINOIS
             ZIP Code: 62225                     Home Phone: 618 555-5555
           Duty Phone: 618-256-1111              Work Phone: 618 256-1111
  Registration Comment:
Last Registration Date: 29 Dec 1999@152313
Outpatient Record Room: OUTPATIENT RECORD ROOM
       MCP Enroll Date: 05 Sep 1997          End Enroll Date: INDEFINITE
  Primary Care Manager: DELLAPIETRA,ANGELO A       PCM Phone: 618-256-6276
           Primary OHI: NOT ASSIGNED               Case Mgmt: NO
-------------------------------------------------------------------------------
Select (F)ull, (M)ini, (E)nrollment, (P)CM, Ca(s)e, F(a)mily, (D)isenroll,
       (H)istory, (N)ew Patient, or (Q)uit DEMOGRAPHICS: E//
```

CHCS/DEERS DISCREPANCY DATA

Name:	SMITH, MARGARET B	FMP/SSN:	30/123-45-6789
Patient Category:	USAF FAM MBR AD	DDS:	30
MCP Status:	ENROLLED	DOB/Age:	27 Jul 1948/51Y
ACV:	E-TRICARE PRIME (CHAMPUS)	DMIS ID:	0055
Direct Care:	ELIGIBLE	Medicare:	NOT ELIGIBLE

	CHCS Data	DEERS Data
Name	: SMITH, MARGARET B	SMITH, MARGARET
DOB	: 27 Jul 1948	27 Jul 1948
Sex	: FEMALE	FEMALE
Patient SSN	: 123-45-6786	
Sponsor Rank	: MAJOR	MAJOR
PatCat/Status	: F31-RETIRED	RETIRED
Station/Unit	: RETSP-SPONSOR RETIRED	RETSP

Send patient to Enrollment Office to update Enrollment Entitlement

SPONSOR RETIRED

Select (U)pdate CHCS, (P)rint Discrepancies, (C)ontinue, or (Q)uit: U//

```
 DEERS ELIGIBILITY DATA
                Name: JONES,JAMES                    FMP/SSN: 20/123-45-6789
    Patient Category: USA ACTIVE DUTY OFFICER            DDS: 20
             DOB/Age: 04 Dec 1953/46Y                    Sex: MALE
--------------------------------------------------------------------------------
                  NAME: JONES,JAMES THOMAS
                   SEX: MALE                                 DOB: 04 Dec 1953
                   DDS: 20                          Sponsor SSN: 123-45-6789
                   ACV: N-DIRECT CARE ONLY
         ACV Start Date: 18 Jan 2000                Region Code:
                DMIS ID:
  Care Authorization PH#: 0000000000              PCM Location:
           Sponsor Rank: MAJOR
            Sponsor UIC:
            Direct Care: NOT ELIGIBLE                 Medicare: NOT ELIGIBLE
Dir Care Elig Start Date: 01 Jan 1982                  CHAMPUS: NOT ELIGIBLE
  Dir Care Elig End Date: 29 Jan 1993
  Eligibility End Reason: *-Inactive Guard/Reserve

                                       BRAC Pharmacy Eligibility:
---------------- Patient Ineligible. Enter Override to continue ----------------
Select to (V)iew more DEERS data, (H)istorical DEERS, (O)verride Ineligibility,
       (P)rint, or (Q)uit: O//
```

Primary Care Manager

- Advantages
  - Reports via provider built-in
  - Batch PCM changes
  - Unit Identification Code (UIC) reports
- Managed Care Contractor may not support this

Enrollment Reports Menu

```
   DRPM   DEERS/Enrollment Maintenance Reports Menu
   ERPM   Enrollment Reports Menu
   PRPM   PCM Reports Menu
   MEFM   MCP Enrollment Form
   APAL   Address Label for Patient

Select Outputs & Enrollment Maintenance Reports Menu Option:
```

PCM Reports Menu

```
   1       Available PCM Capacity by Provider Group
   2       Enrollment Roster by PCM
   3       PCM Activity Report
   4       PCM Assignment Change Roster by Reason
   5       PCM Assignment Change Summary
   6       Default PCM/UIC Report
   7       PCM Enrollment Mix Discrepancy Statistical Summary
   8       PCM Enrollment Mix Discrepancy Report

Select PCM Reports Menu Option:
```

Costs

- Manpower
  - 13,000 enrollees: 2 4As for 2 months
  - Experienced techs: 1 min per patient
- Financial
  - Mailing, publicity
- Time
  - Planning, coordinating of key staff

Problems

- Data
  - Demographic data (addresses)
- Systems
  - Having a helpful, knowledgeable SAIC or other computer personnel
  - Removal of patients from teams
- Patient Complaints

Killer Problems

- Numbers will decrease when converting from Clinic to PCM Enrollment
  - DEERS Check in MCP module will find ineligibles: 12% at Scott
- Inaccurate Provider Profiles
- No Business Rules on Key Processes
  - Access Keys to CHCS
  - Enrollment and Disenrollment Processes

Killer Problems

- Unbalanced Panels
  - Lead to inefficiency, uneven workload among docs and clinics

Reap the Benefits

- Use the power of this on the business and clinical level
  - Clinic re-engineering
  - Demand management
  - Provider rosters, providers reports
  - Disease management

Summary

- Benefits
  - Pt. Satisfaction, mgmt., clinical
- Future (PEDE)
- Template for PCM by Name
  - Coordinated, team approach
  - Contractor, systems, clinical departments
- Problems

Questions?

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